

Light reading



July/August 2014



From the general manager

The phone call may start like this: "You're behind on your electricity bill and if you don't pay in the next 45 minutes, we'll have to cut your power."

That call is from a con artist, not Seattle City Light.

Red flags to look for are demands for immediate payment, especially with a pre-paid debit card or cash cards. Sometimes, they request credit card information.

Never automatically give out this information. If you have any doubt or questions, call 206.684.3000 weekdays and our representatives can check the status of your account. If it's on a weekend, that's a sure sign the call is bogus. City Light does not conduct bill collection business on Saturday or Sunday.

If approached in person by someone claiming to be from City Light or any other utility, ask to see their identification. Utility employees carry ID and display it when asked.

Con artists are very creative in their quest to steal your money, so please, be informed and protect yourself.



Jorge Carrasco
General Manager & CEO



Conservation news

Cookin' with Kilowatts

Our Cookin' with Kilowatts summer contest is here, and we're looking for your recipes that typically would be prepared using an oven or stovetop. The trick is choosing a cooking method that uses less electricity than a stove or oven.

| APPLIANCE | TEMP | TIME | ENERGY | COST ¹ |
|----------------|--------|---------|---------|-------------------|
| Electric oven | 350 F | 1 hr. | 2.0 kWh | 19 cents |
| Toaster oven | 425 F | 50 min. | .95 kWh | 9 cents |
| Crockpot | 200 F | 7 hrs. | .7 kWh | 7 cents |
| Microwave oven | "high" | 15 min. | .36 kWh | 3 cents |

¹ Assumes 9.5 cents/kWh

Table from *Consumer Guide to Home Energy Savings*

We have two categories this year — one for kids and one for adults.

Everyone who enters receives a small gift of appreciation, and there's a special grand prize for the best energy-efficient recipe. For contest details, rules, prizes and to enter your recipe, visit www.seattle.gov/light/recipe.

Conservation hero

"We've been stumped because our bills have been higher over the last couple of months. The Energy Advisor we spoke to at City Light recommended that we check out a Kill-a-Watt device from the Seattle Public Library to see how much electricity is used throughout the house. Turns out, our fridge was faulty! We hadn't noticed, but it was using a lot of energy. We received a \$50 rebate when we purchased a new Energy Star fridge and now we're using less energy. – M. Segura



Want to save like a conservation hero, or have questions about energy conservation and our renewable energy programs? Contact an Energy Advisor at **206.684.3800** or email ConservationHero@seattle.gov.



Take a step further

To increase renewable energy generation from small hydro, geothermal, dairy biogas, and wind, join City Light's **Green Up!** program by adding \$3, \$6, or \$12 to your monthly bill. Sign up at www.seattle.gov/green or call **206.684.3000**.

COMMUNITY SOLAR

brought to you by Seattle City Light

Share the Sun

Our customers liked City Light's Community Solar project at the Seattle Aquarium so much that units sold out in six weeks. If you missed out (or want more), you can participate in our newest Community Solar project on Phinney Ridge where City Light is building solar arrays on roofs at the Phinney Neighborhood Association and Woodland Park Zoo. Electricity generated by the project provides annual bill credits for each Community Solar participant, and anyone with a City Light account can sign up this summer. Units cost \$150, and you decide how many to buy. More at www.seattle.gov/communitysolar.

Baseball goes green

City Light, the "Nation's Greenest Utility," joins with one of the nation's greenest ballparks — the Seattle Mariners' Safeco Field — to encourage energy efficiency. This summer, look for messages on Safeco monitors showing how City Light helps the team — and all of our customers — save energy and money. Details at www.seattle.gov/wepower.



Serving the greater good

City Light actively seeks to work with women- and minority-owned businesses in our service territory. The utility achieved its highest-ever annual performance in 2013, exceeding its goal: Minority consulting services and purchases totaled \$20,863,478 or almost 17 percent of the utility's total expenditures. That's up from just 3.2 percent in 2003 when the program began.

Safety tip from the field

"It's the season for summer projects, but first, call 811 two business days before any digging. Utilities will mark their buried lines from the street to your house for free."

Some lines that you own are done by private companies, so learn more at www.washington811.com."

***— Ryan Schoeneman,
City Light material supplier***



How'd we do?

Starting in June, City Light began telephone surveys with customers who have recently done business with us. The purpose is to ask how that interaction went and how satisfied the customer is with service received. If you get a call, please offer your candid feedback and help us improve customer service. Questions? Email Kelly Enright, director of customer care, at Kelly.Enright@seattle.gov, or call **206.684.3111**.

A powerful story

City Light's 2013 annual report is now available online. Read how the utility works 24/7 to provide you with affordable, reliable and sustainable power at www.seattle.gov/light/publications.



In this together

City Light demonstrates commitment to the community it serves in different ways. Some examples: City Light volunteers took part in recovery efforts following the Oso landslide in March, and also turned out for an Earth Day event, restoring habitat along the Duwamish River. Volunteers also worked on the home of an elderly Korean War veteran, assisting with a Rebuilding Together Seattle project. In one day, workers fixed porches, plumbing, wiring, and much more. Find out more at www.seattle.gov/light/comm_inv.



Save paper, stamps: Pay online

Manage your account online by signing up for City Light's eBill service. Learn more at www.seattle.gov/light/paymybill.



Power-source correction

City Light's May-June 2014 Light Reading published the utility's power-resource mix, using numbers from 2011 rather than 2012, the latest data available. The correct power mix for 2012 is:

| | | | |
|---------|-------|----------------|------|
| Hydro | 89.8% | Nuclear* | 4.4% |
| Wind | 3.9% | Coal* | 0.8% |
| Other** | 0.6% | Landfill gases | 0.5% |

*These fuels represent a portion of the power purchased from Bonneville Power Administration.

**Includes biomass, natural gas, petroleum and waste.



In your neighborhood: City Light @ work

Crews are in these neighborhoods, working to provide you with reliable power:

- View Ridge: installing conduit;
- Pioneer Square (S. Washington St. between 3rd Ave. S. and 4th Ave. S.): rebuilding vault, installing duct bank;
- SODO (1st Ave. S. between Atlantic St. and Railroad Way S.): installing new duct bank;
- Burien, Seattle, Shoreline (various locations): replacing utility poles;
- West Capitol Hill (various locations): installing new electrical service connections and moving power lines underground in areas established by city ordinance;
- South Beacon Hill/Allentown: installing new transmission poles and wire across I-5 south of Boeing Field;
- Burke-Gilman Trail: installing new duct bank to increase electrical capacity for UW.

Visit www.seattle.gov/light/construction and click on the  construction sign for details.

Seattle City Light

City Light offers some of the lowest rates in the nation and the Northwest.

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[www.twitter.com/SeaCityLight](https://twitter.com/SeaCityLight)



Questions, comments or suggestions?
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Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **206.684.3000**.



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**1 OUT OF 5 CITY LIGHT CUSTOMERS
THAT HAD SECONDARY, OLDER
REFRIGERATORS RECYCLED THEM.
YOU TOO CAN:**

- Stop wasting \$150 a year on energy costs
- Keep more money in your pocket
- Reclaim your much needed space



SPACE FOR SHOES



TURF FOR TOOLS



LEEWAY TO LIFT

To qualify your fridge must be residential in style, between 10 and 30 cubic feet and manufactured before 2001. Your \$30 rebate check will be mailed 4-6 weeks after appliance collection. The Refrigerator Recycling Rebate is a limited offer and is subject to the availability of funds. This rebate cannot be combined with the \$50 Refrigerator Replacement Rebate.

OUT WITH THE OLD

Call (206) 386-1399 to have your old fridge picked up for recycling.

IN WITH THE NEW

Claim a \$30 rebate to help bring in a new look.

Learn more at
seattle.gov/oldfridge

